

## NCW Case Management Agency Incident Report Submission

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Adult Case Management  
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Bear River Area Agency on Aging  
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Care Advocates  
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jbylund@careadvocatesofutah.com

Davis County Health Department - Senior  
Services  
Phone: (801) 525-5050  
Fax: (801) 525-5071

Disabled Rights Action Committee (DRAC)  
Phone: (801) 685-8214  
Fax: 801-665-1334  
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EnVision Quality Supports  
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Five County Association of Governments  
Phone: (435) 673-3548  
Fax: (435) 688-9088

FlexCare (North)  
Phone: (801) 294-6747  
Fax: (801) 424-6250

## NCW Case Management Agency Incident Report Submission

FlexCare (South)  
Phone: (801) 273-6366  
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Generations Case Management  
Phone: (801) 979-2436  
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Golden Age Center  
Uintah County Area Agency on Aging  
Phone: (435) 789-2169  
Fax: (435) 789-2171

MACS Plan  
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Mountainland Association of Governments  
Phone: (801) 229-3839  
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Roads To Independence  
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Salt Lake County Aging and Adult Services  
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tnagahiro@slco.org

Southeastern Utah Association of Local  
Governments  
Phone: (435) 613-0036  
Fax: (435) 637-5448

Utah Case Management  
Phone: (801) 407-0047  
Fax: (888) 400-9232

## New Choices Waiver

## Incident Reporting Protocol

Effective April 2020



NCW Program Office  
Cannon Health Building  
288 North 1460 West  
Salt Lake City, UT 84116

Phone: 801-538-6155  
Fax: 801-323-1586

E-mail: [newchoiceswaiver@utah.gov](mailto:newchoiceswaiver@utah.gov)



## Why Reporting is Necessary

### State Law

In accordance with Utah State Law, professionals and the public are required to report instances of abuse, neglect and exploitation. All incidents of suspected abuse, neglect and exploitation shall be reported by the waiver coordinators and waiver providers to Adult Protective Services (APS) for investigation.

Adult Protective Services Intake Office :  
:1-800-371-7897

Submit an APS referral online at :  
<https://daas.utah.gov/adult-protective-services/>

### Required for Medicaid Funding

New Choices Waiver requires the service provider to notify the client's case manager within 24 hours of discovery of the negative event.

## Reportable Negative Events

**All negative events experienced by NCW clients must be reported by NCW service providers to the case management agency within 24 hours of discovery. Incident reports should be sent using the fax or email specified by each agency, as listed on the other side of this brochure.** Negative events include, but are not limited to:

- Death, regardless of the circumstances
- Changes in medical or functional status
- Falls with or without injury
- ER treatment for any reason
- Hospital admission for any reason
- Mental health decline
- Start or stop of hospice or home health services
- A move to a skilled nursing facility
- Any negative event that occurs at the client's place of residence or that occurs while the client is in the community
- Events described further in this brochure as possible Critical Incidents

**Case management agencies must review all negative events experienced by NCW clients and report any possible Critical Incidents to the NCW Program Office within 24 hours of receiving notification.**

## Possible Critical Incidents

1. **Death** (unexpected or accidental)
2. **Suicide attempt** (does not include threats)
3. **Incidents expected to receive media, legislative or public scrutiny**
4. **Compromised living environment** requiring evacuation
5. **Person missing** at least 24 hours or, regardless of the amount of time, under suspicious or unexplained circumstances
6. **Injury requiring medical treatment**(includes burns, choking, aspiration, brain trauma, fractures, self-injurious behavior etc.)
7. **Abuse** (physical or sexual)
8. **Neglect** (caregiver neglect or self-neglect)
9. **Exploitation** (includes exploitation of funds or property and theft of medications)
10. **Waste, fraud or abuse of Medicaid funds** by client or provider
11. **Human rights violation** such as unauthorized use of restraints, seclusion, or infringement of personal privacy rights
12. **Medication/treatment error** requiring medical treatment (includes errors while the medication is in the control of the provider, client, or other individual)
13. **Substance abuse** requiring medical treatment
14. **Law enforcement involvement** resulting in charges being filed against the client or staff
15. **PHI/PII security breach**
16. **Other serious health and safety concern**